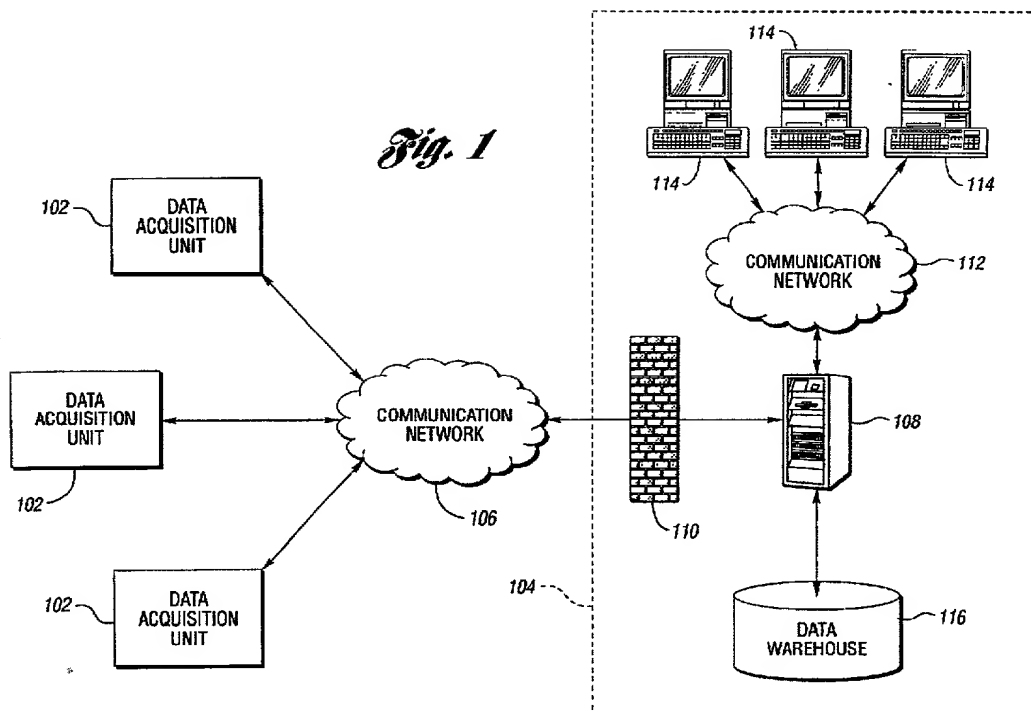
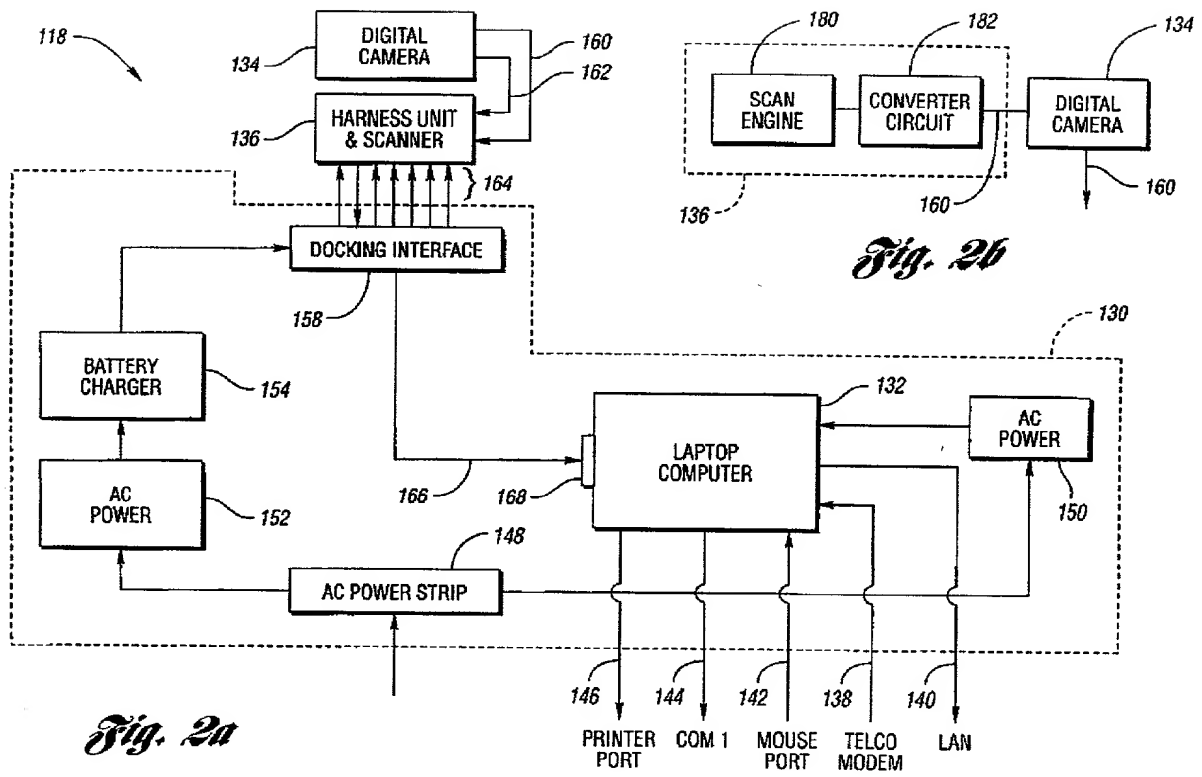
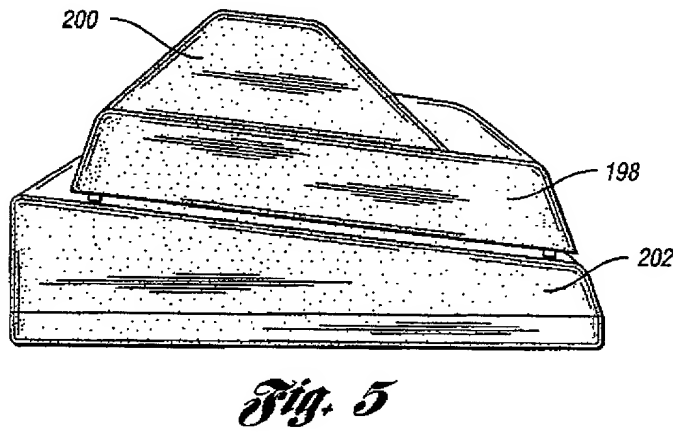
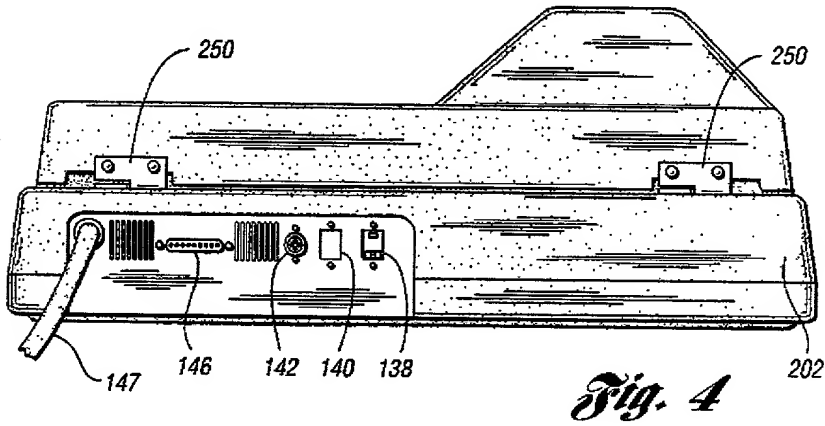
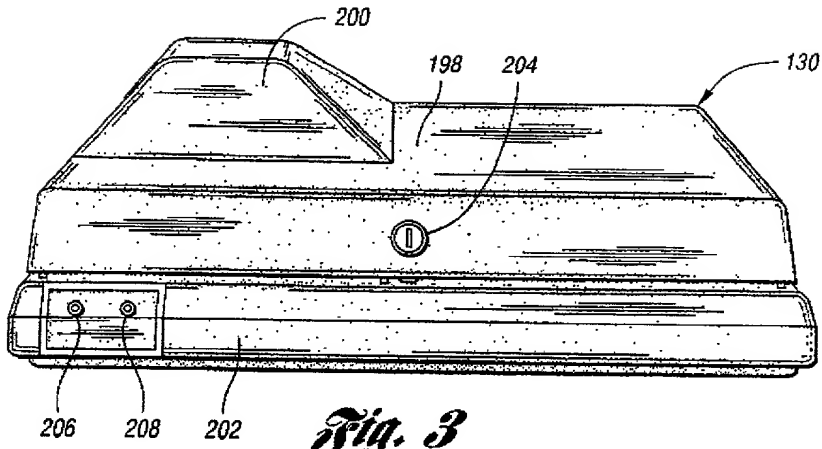
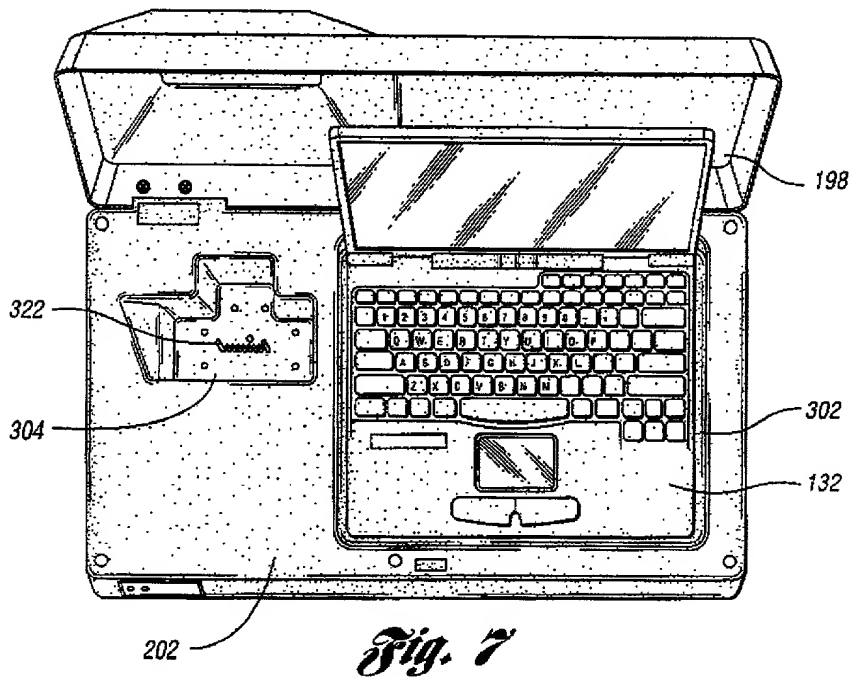
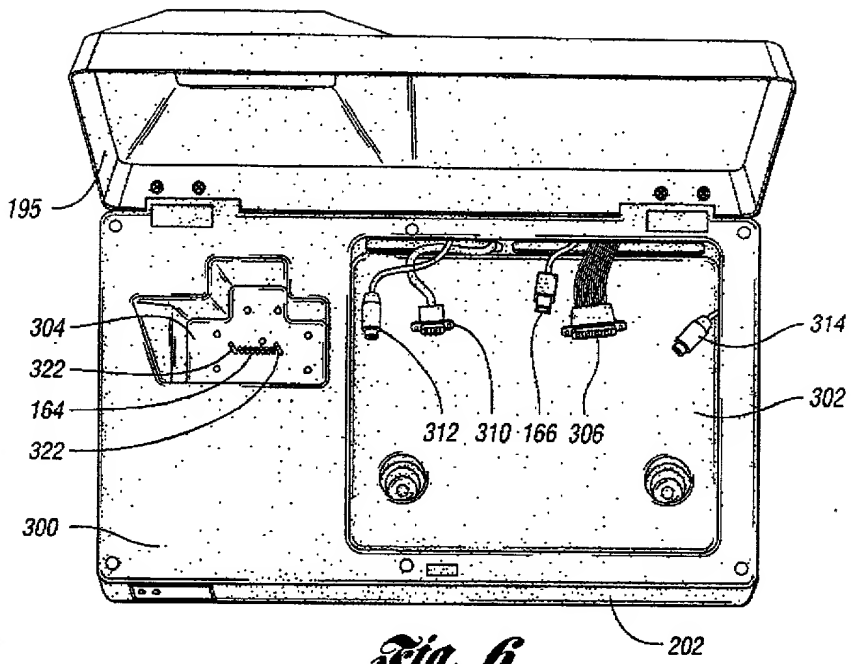


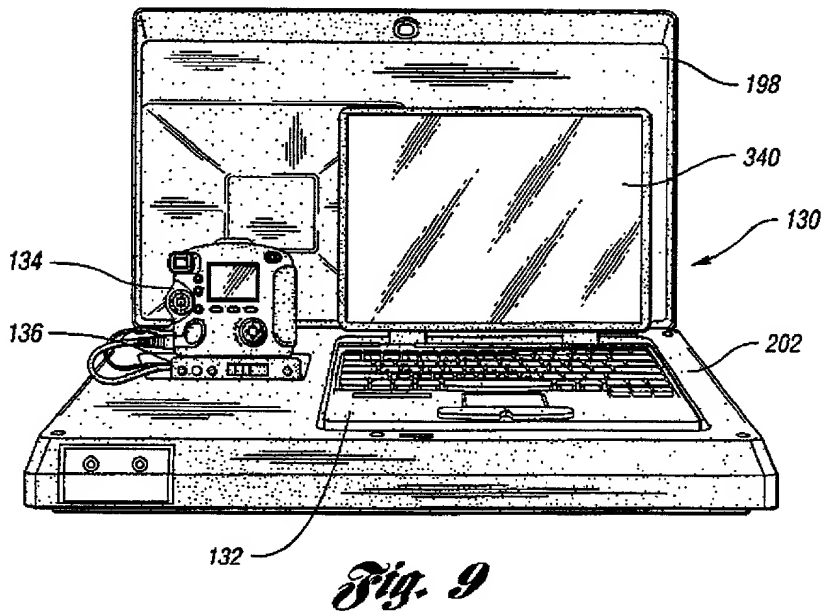
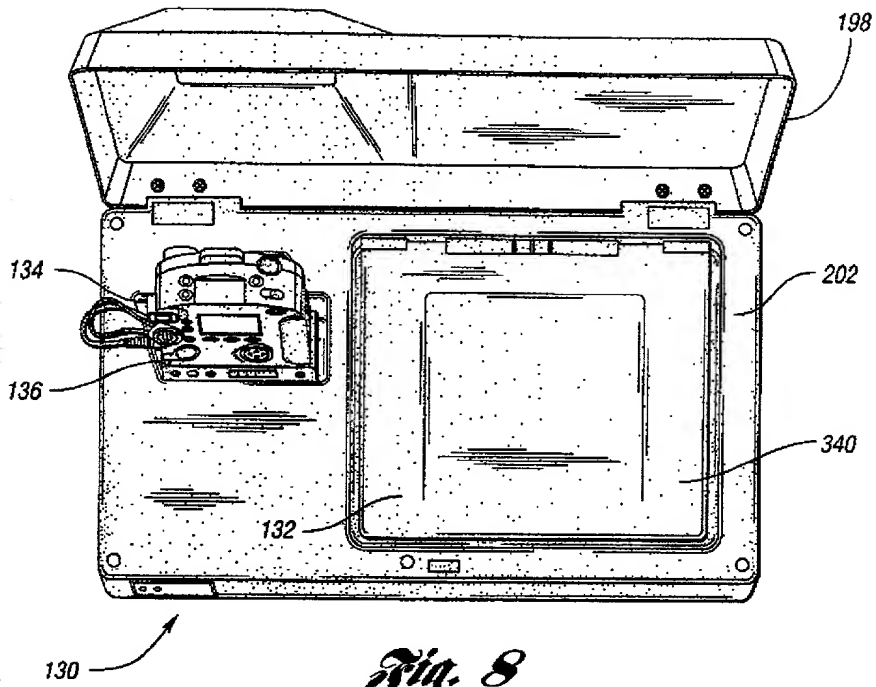
Fig. 1

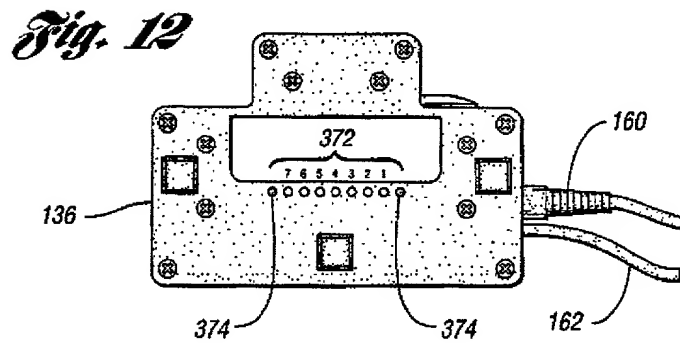
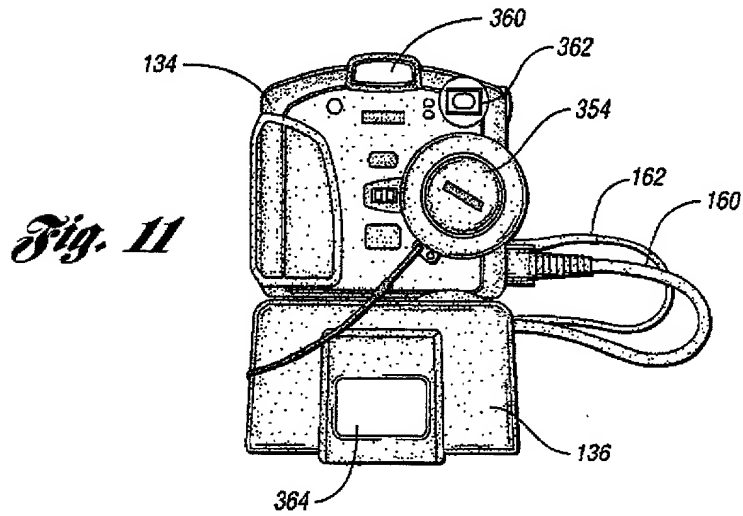
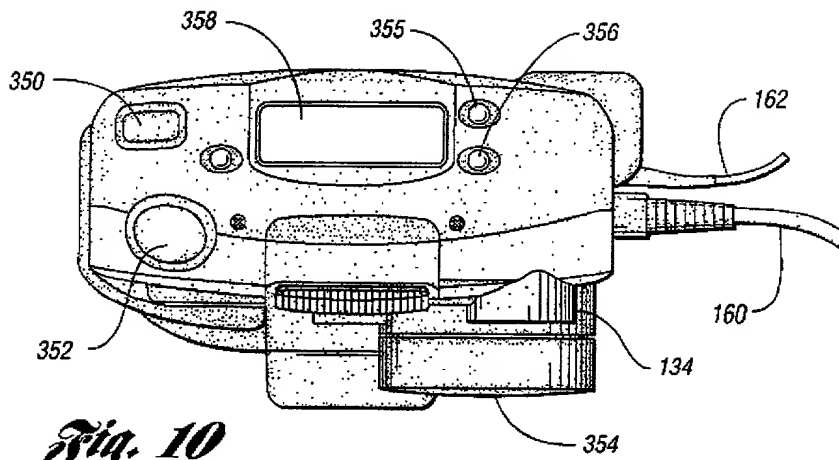












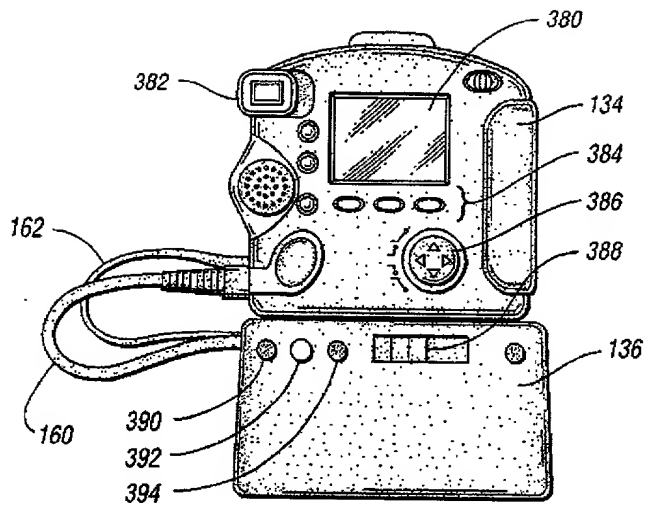


Fig. 13

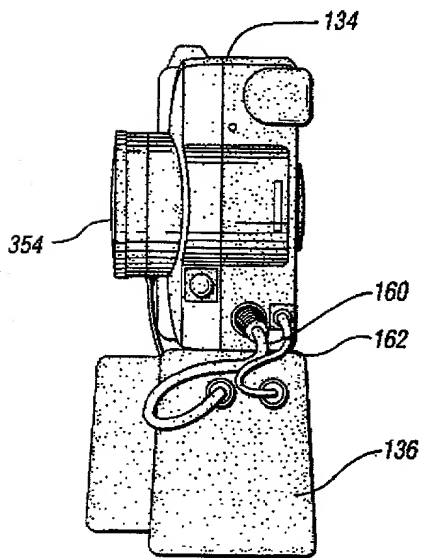


Fig. 14

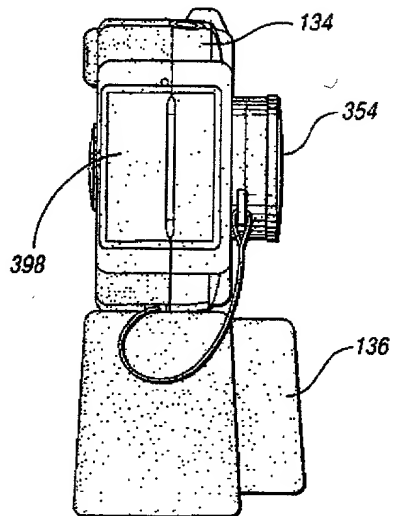


Fig. 15

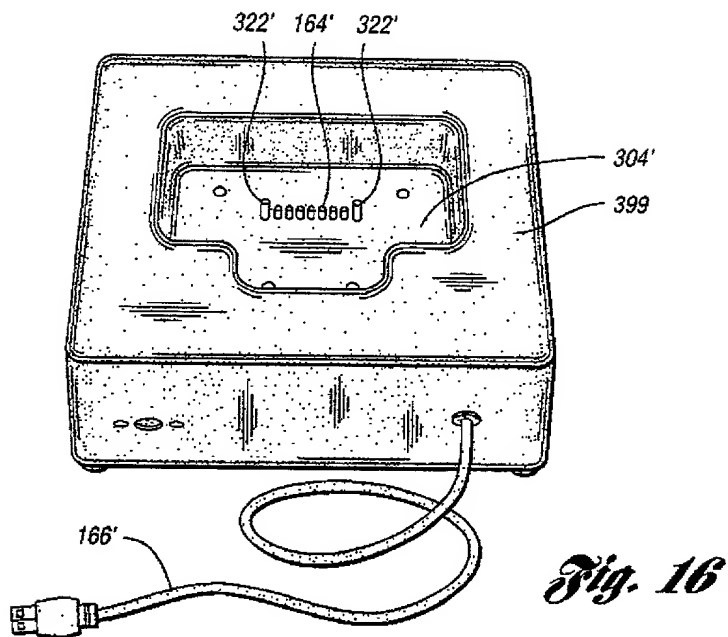


Fig. 16

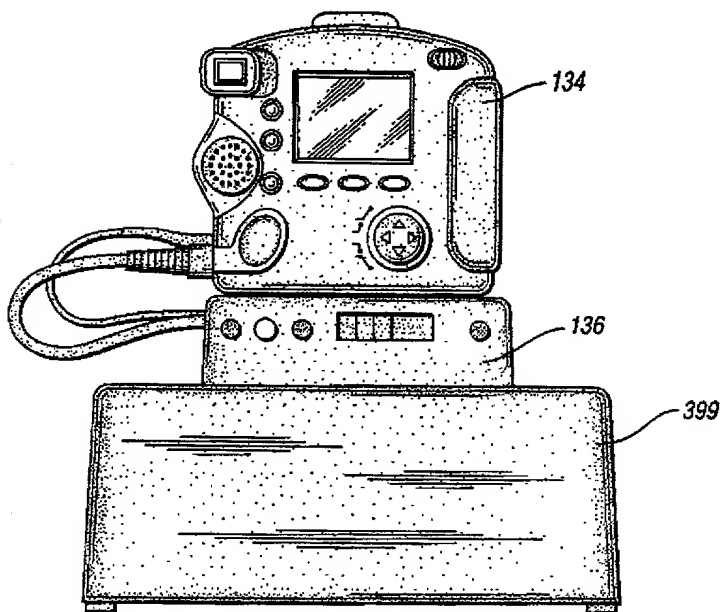


Fig. 17

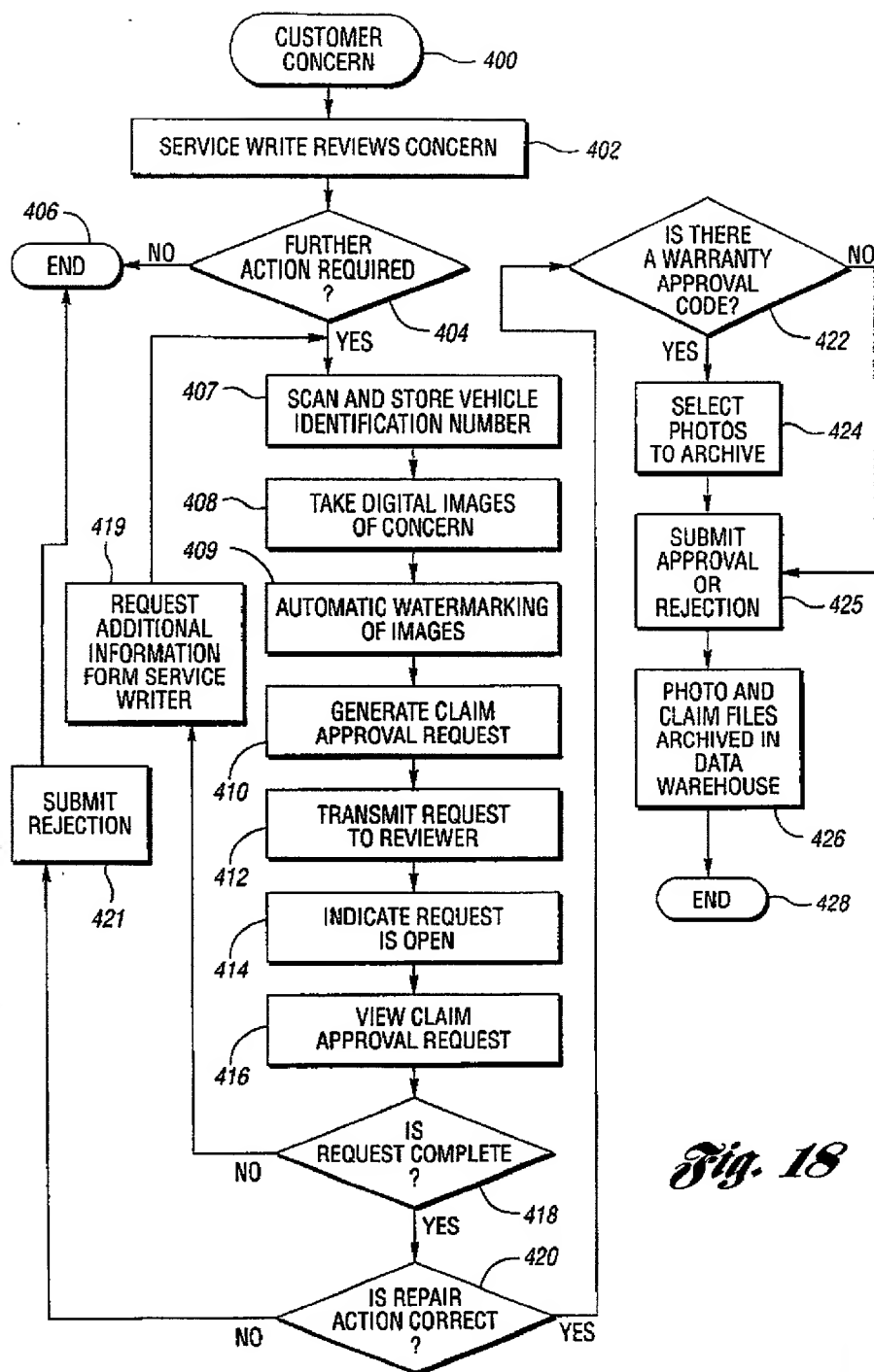


Fig. 18

Fig. 19a

500

502

Claims ID# 20000307135816000127
 Dealership Mashini Motor Company
 P & A Code 1
 Submitted By Dave G Park
 Reviewer Jeremy Willard
 Date 3/7/00 1:57 PM EST
 Status New
 RO Number 563214
 VIN 12WHT61L9X5650604
 Make
 Model
 Model Year
 KILOMETERS 15632

512

516

518

514

521

520

Digital Imaging

Camera Decked

Receive Claimset

Send Claimset

Next

Reset

508

510

504

NEW

Repair Item 1

Claim Status Approved

ACES Code P17JW

Symptoms Code

Customer Waiting

Parts on Hand

Paint

Description

506

DP> Customer reports broken cup holder.
 Holder should be replaced Thanks! Dave.
 JW> YOUR APPROVED TO REPLACE CUP HOLDER.
 THANKS, JEREMY. 1456
 DP>

12WHT61L9X5650604

MPH

12:54

015632

3/8/2000 1:44am

Fig. 196

700

502

Claimset ID# 20000307135816000122
Dealership Mashin Motor Company
P & A Code 1
Submitted By Dave Park
Reviewer Jeremy Willard
Date 3/8/00 1:57 PM EST
Status New
RO Number 563214
VIN 1ZWHT61L9X5650604
Make
Model
Model Year
Kilometers 15632

504

NEW

Repair line item 1
Claim Status Approved
ACES Code P17JW
Symptom Code
Customer Waiting
Parts on Hand
Paint
Description

506

DP> Customer reports broken cup holder.
Holder should be replaced Thanks! Dave.
JW> YOUR APPROVED TO REPLACE CUP HOLDER.
THANKS, JEREMY 1436
DP>

516

518

514

Send Claimset
Working on claim
Next
Reset

508

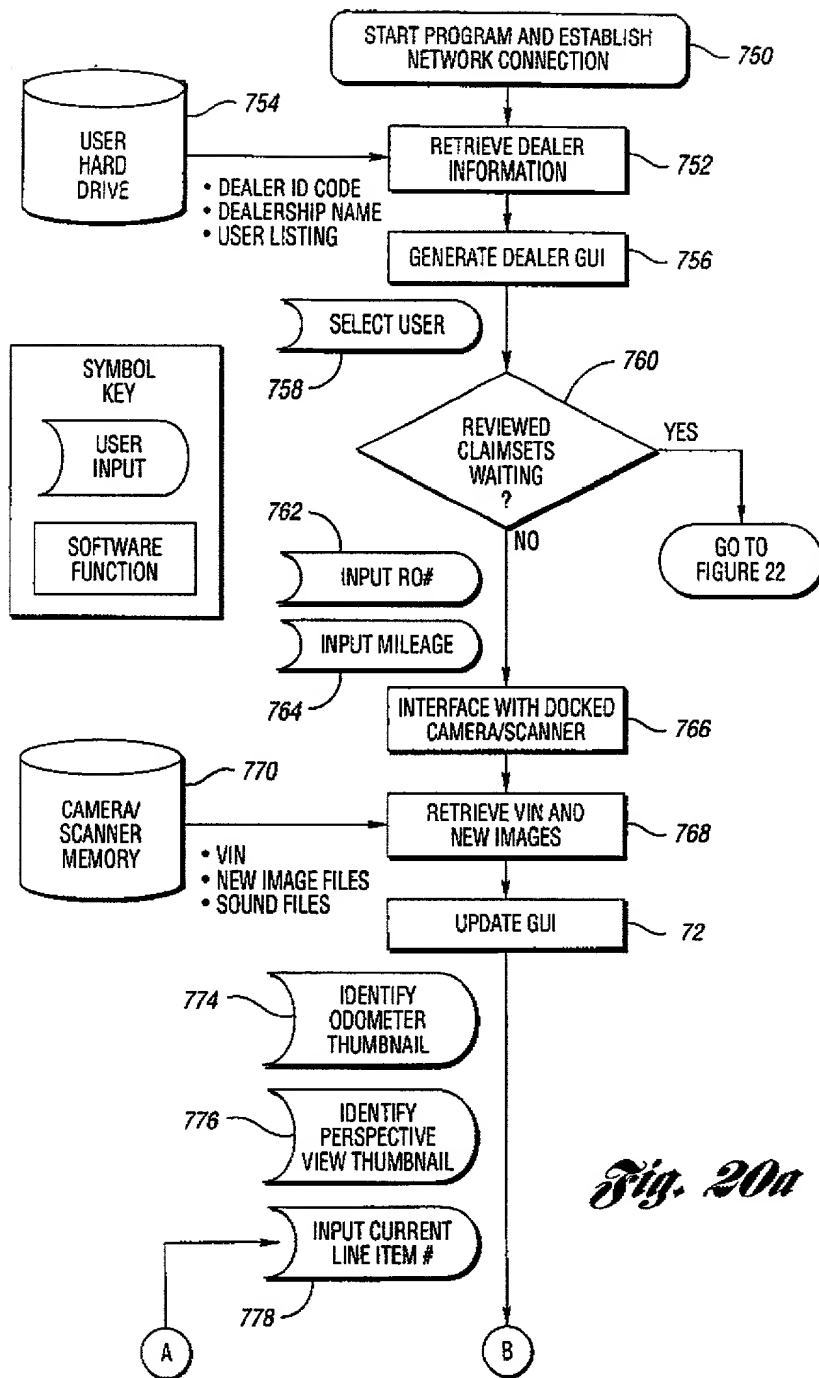
510

521

520

APP_ID=09683885

Page 39 of 43



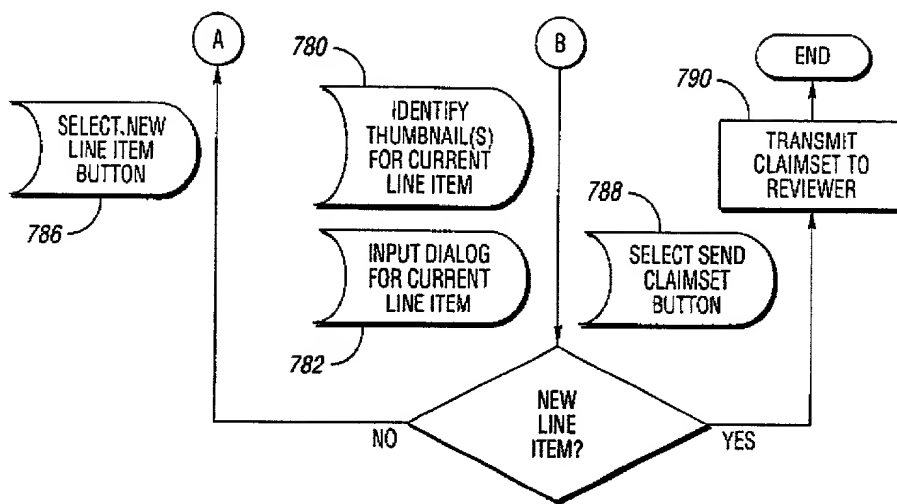


Fig. 20b

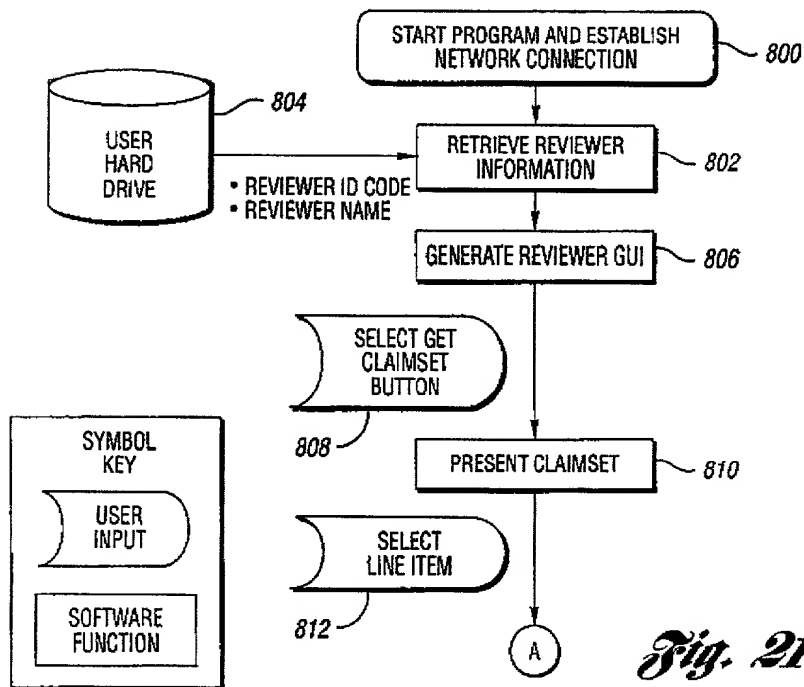


Fig. 21a

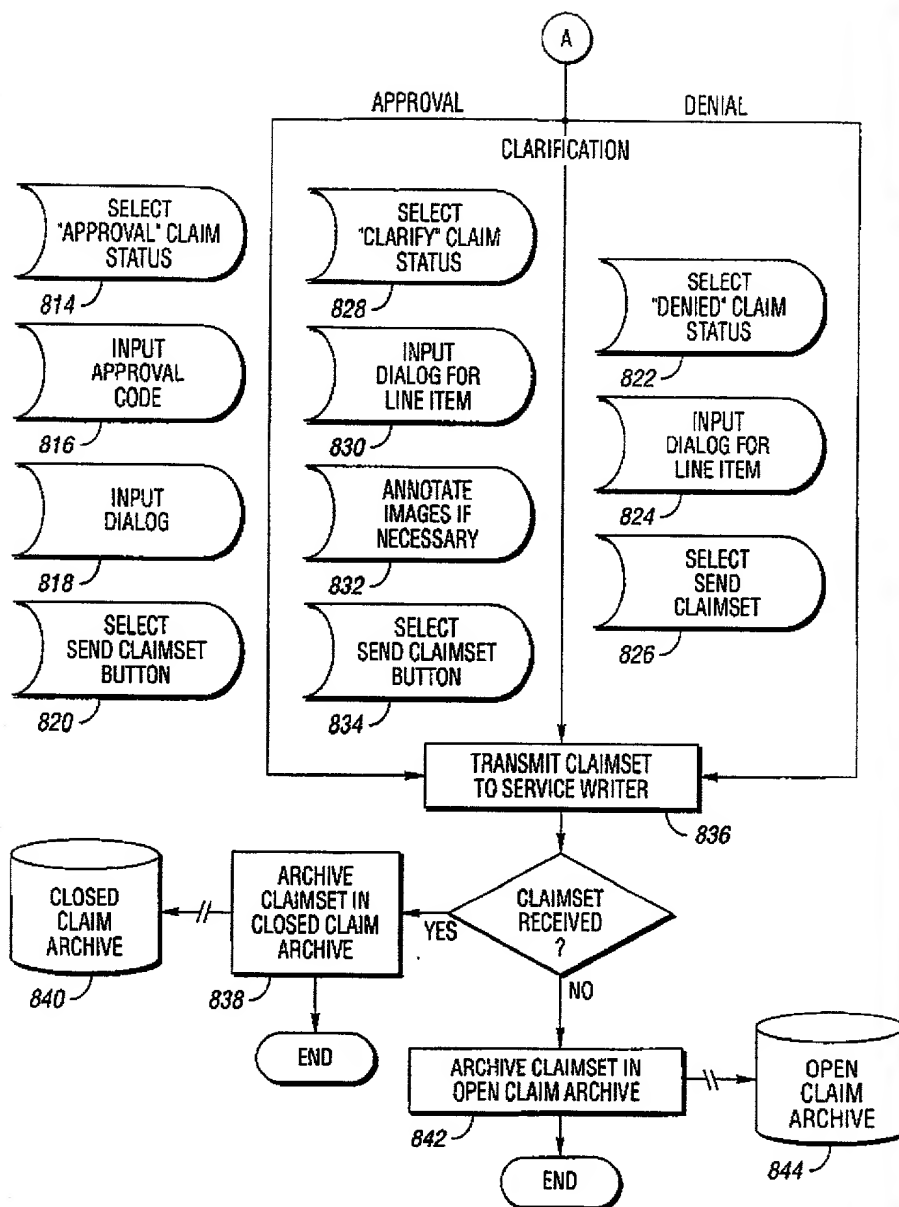


Fig. 21b

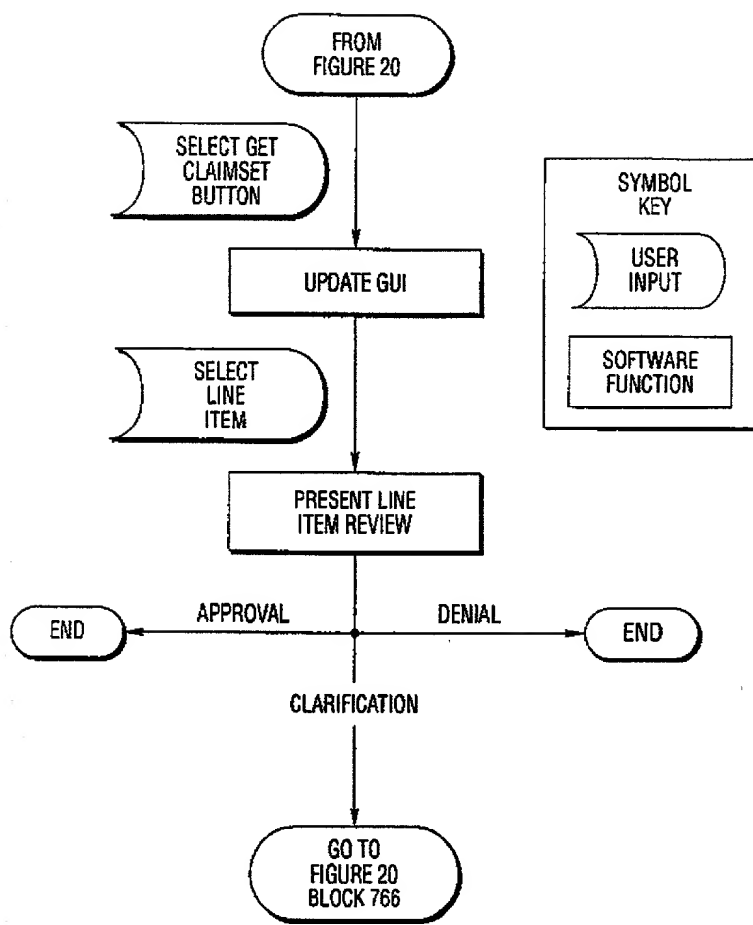


Fig. 22